



Child Development Home Complaint

Name of Provider Brenda Dials	County Lee	
Care Address 822 Franklin	City Keokuk	Zip Code 52632
Mailing Address 822 Franklin	City Keokuk	Zip Code 52632
Phone (319) 313-9070	Email brendadials@yahoo.com	

Date of Complaint: January 23, 2015

Date of Visit: January 27, 2015

- ☐ Scheduled ☒ Unannounced ☐ N/A
☐ Non-Compliance with Regulations Found ☐ Compliance with Regulations Found
☐ N/A

RECOMMENDATION FOR REGISTRATION:

- ☒ NO CHANGES to registration status recommended
☐ REVOCATION of Registration

CATEGORY OF CARE:

- ☐ Category A
☐ Category B
☐ Category C (with no co-provider)
☒ Category C (with co-provider)

Summary of Complaint:

It was reported to the department that the provider became angry with three daycare children at her home. It was reported that she yelled at them, cussed at them and made them wait outside for about 20 minutes. The boys had their coats on and did not have any ill effects from being outside.

Rule Basis and Findings of Complaints:

110.5(6) Discipline

110.5(6)d No child is subjected to verbal abuse, threats, or derogatory remarks about the child or the child's family.

110.5(9) The provider meets the following requirements:

110.5(9)a Gives careful supervision at all times.

1/27/15 This worker went to the home of the daycare provider to discuss the allegations before the department. There was one daycare child present during this visit to the home. Brenda indicated the children

involved with the incident on 1/23/14 were not yelled at or cussed at. She indicated she made them go outside because “she couldn’t take it anymore.” Brenda stated these three children have behavioral issues and will: throw toys around in the playroom, cuss, try and hurt each other. Brenda stated she tried to separate them; however they still continued to call each other names, yell and come back together again in the same room. She reported these children do not listen to her. Brenda has spoken to the parents of the children numerous times about the children’s behavior. She indicated she had these three children get their coats on and go outside to wait for her co-provider to show up to take them to school. Brenda stated the boys were waiting outside a maximum of 10 minutes prior to her co-provider showing up to pick them up for school. These same children have waited outside previously in the morning for a ride to school. Brenda indicated these three children have not returned after Friday. Brenda indicated these children will usually cause a mess in the outdoor play area by throwing things and kicking the picnic table over which she will then have to go outside and fix. On Friday Brenda had three other daycare children inside the house with her while the three other children were outside in the outdoor play area. Brenda stated she sent the mother a text message that morning about what she had done with her children. Brenda thought afterwards, that same day, she probably should not have done this with the children. This worker talked with Brenda about the need for careful supervision at all times as she would not have been able to hear or see what these three children were doing outside and what some possible scenarios of what could have happened out there. This worker also indicated since these children have prior issues with acting out with each other in her daycare setting and outside, this is even more of a reason that careful supervision needs to be applied with them. This worker reminded Brenda if children are outside, either her or her co-provider needs to be outside with them. This worker strategized with the provider about options she could have utilized during the situation in order to have the children remain inside with her.

This worker did not complete a full compliance visit during today’s visit as one had been completed on 1/2/15.

1/27/15 Left voicemail for daycare parent to call this worker.

1/28/15 Left voicemail for daycare parent to call this worker.

1/28/15 This worker spoke with daycare parent. Children had informed them children had to stand outside in the cold approximately 15-20 minutes to wait for the person to come pick them up to take them to school. Daycare parent indicated the children had their coats and backpacks on. Daycare parent stated one of the children indicated Brenda told them “to get your little asses over here.” Apparently the children were in a room where another child was sleeping and they were playing with legos and talking with each other. This is when Brenda made them go outside. Brenda called the parent of the children on Friday telling them she could not watch their children anymore.

Complaint: There is a preponderance of evidence based on the provider’s own admission the provider did not provide careful supervision of her daycare children during the incident in question.

This worker **did not** obtain a preponderance of evidence to validate the concerns of the provider yelling and cussing at the children during the incident.

Resolution and Action Required:

This worker had Brenda sign a safety plan with the department of human services stating:

“Brenda will insure that she is within visual and hearing proximity of her daycare children at all times to provide careful supervision of her daycare children while they are under her care and supervision.”

The department will conduct random follow up visits to the home in order to insure that this safety plan is adhered to.

Consultant's Signature	Date
Supervisor's Signature MACHELLE PEZLEY	Date 01/23/15